

DUTY STATEMENT

GS 907T (REV. 03/05)

SHADED AREA TO REFLECT RECLASS POSITION NUMBER ONLY**INSTRUCTIONS:** Refer to the Essential Functions Duty Statement Manual for instructions on how to complete the Duty Statement.

RPA-

11554-OFAM

EFFECTIVE DATE:

DGS OFFICE OR CLIENT AGENCY Office of Fleet and Asset Management (OFAM)		POSITION NUMBER (Agency - Unit - Class - Serial) - - -	
UNIT NAME AND CITY LOCATED Statewide Parking Services – Sacramento		CLASS TITLE Staff Services Manager I (SSM I)	
WORKING DAYS AND WORKING HOURS Monday through Friday 8:00 a.m. to 5:00 p.m.		SPECIFIC LOCATION ASSIGNED TO 1416 Tenth Street, Sacramento, CA 95814	
PROPOSED INCUMBENT (If known)		CURRENT POSITION NUMBER (Agency - Unit - Class - Serial) 306-117-4800-001	
YOU ARE A VALUED MEMBER OF THE DEPARTMENT'S TEAM. YOU ARE EXPECTED TO WORK COOPERATIVELY WITH TEAM MEMBERS AND OTHERS TO ENABLE THE DEPARTMENT TO PROVIDE THE HIGHEST LEVEL OF SERVICE POSSIBLE. YOUR CREATIVITY AND PRODUCTIVITY ARE ENCOURAGED. YOUR EFFORTS TO TREAT OTHERS FAIRLY, HONESTLY AND WITH RESPECT ARE IMPORTANT TO EVERYONE WHO WORKS WITH YOU.			
BRIEFLY (1 or 2 sentences) DESCRIBE THE POSITION'S ORGANIZATIONAL SETTING AND MAJOR FUNCTIONS Under the general direction of the Fleet Operations Manager, SSM II, the Parking Operations Manager (SSM I) is responsible for the management of the Statewide Parking and Commute program and the Statewide Vehicle Call Center. Additionally, the incumbent acts as the Garage Operations Manager over the Sacramento State Garage.			
% of time performing duties	Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first. <i>(Use additional sheet if necessary)</i>		
35%	<p>The Department of General Services' (DGS) Core Values and Expectations of Supervisors and Managers are key to the success of the Department's Mission. That mission is to "Deliver results by providing timely, cost-effective services and products that support our customers." DGS managers and supervisors are to adhere to the Core Values and Expectations of Supervisors and Managers, and to exhibit and promote behavior consistent with those values and expectations.</p> <p><i>This position is designated under the Conflict of Interest Code. The position is responsible for making, or participating in the making, of governmental decisions that may potentially have a material effect on personal financial interests. The appointee is required to complete form 700 within 30 days of appointment. Failure to comply with the Conflict of Interest Code requirements may void the appointment.</i></p> <p>ESSENTIAL FUNCTIONS</p> <p>In accordance with the State Administrative Manual (SAM) Sections 4100, the Office of Fleet and Asset Management (OFAM) Fleet Handbook, and standard automotive repair and rental industry practices, manages all aspects of the Sacramento State Garage facility, provides general direction and guidance to: the Statewide Parking and Commute program and the Statewide Vehicle Call Center. Trains and mentors staff. Utilizes personal computer, Microsoft products, Activity Based Management System (ABMS), fleet management system (FleetFocus) and all appropriate office equipment to perform tasks.</p> <p>In order to provide effective and efficient management of the overall operation of the Statewide Parking and Commute unit overseeing nineteen (19) DGS parking facilities statewide:</p> <ul style="list-style-type: none"> • Advises Assistant Chief and Chief on statewide parking and commute policies in conjunction with labor agreements. • Resolves the most sensitive issues involving parking and commute matters, including requests from the Governor's Office. • Reviews work schedules, shift coverage, and staffing levels to ensure adequate personnel are available to assist customers in person, via email, the OFAM website and on the telephone. • Plans, coordinates, and directs the work of a fully developed, multi-disciplined program staff. • Reviews and approves completed staff work as needed basis. 		
SUPERVISOR'S STATEMENT: I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE			
SUPERVISOR'S NAME (Print) SSM II (Vacant)		SUPERVISOR'S SIGNATURE	DATE
EMPLOYEE'S STATEMENT: I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT			
The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.			
EMPLOYEE'S NAME (Print)		EMPLOYEE'S SIGNATURE	DATE

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30%	<p>In order to provide effective and efficient management of the overall operation of the Statewide Vehicle Call Center and program analysts provides general direction and guidance to staff by:</p> <ul style="list-style-type: none"> • Develops program budgets and operating procedures to ensure an ongoing program providing service economically to client agencies and public vendor community. • Develops methods of forecast future program needs and translate them into a multi-year program plan. • Reviews work schedules, shift coverage, and staffing levels to ensure adequate personnel are available to assist customers in person, via email, the OFAM website and on the telephone. • Plans, coordinates, and directs the work of a fully developed, multi-disciplined program staff. • Reviews and approves completed staff work as needed basis.
20%	<p>In order to provide assistance to the Fleet Operations Manager on the Statewide fleet operations/garage programs:</p> <ul style="list-style-type: none"> • Resolves programmatic problems through on-going meetings with other garage managers and staff. • Schedules monthly update meetings as well as additional meetings as needed with the garage managers. • Ensures the Sacramento and Capitol Garages meets strategic goals and objectives outlined in the Business Plan by having solid knowledge of fleet operations programs through constant communication. • Communicates information about fleet operations programs effectively and implement strategic goals/objectives as described in OFAM's Business Overview, applicable Government Code sections, SAM sections, Management Memos, etc. • Works independently and with program staff to research, develop, and prepare presentations made to departmental executive and agency level officers, industry and professional organizations, and the legislature regarding the State's vehicle policies, practices, and services, using knowledge of the OFAM programs, writing skills, and computer programs such as Word and PowerPoint. • Works with and through program staff, assists customer agencies in needs assessment, feasibility studies and business solutions to meet customer needs, using knowledge and understanding of OFAM programs and customer program needs. • Works independently or with OFAM management team to perform the high level and sensitive research, develop, formulate, write policies/procedures and synthesize data from a variety of sources to fully implement fleet operations programs by using technical expertise, research findings, and other resources.
10%	<p>In order to ensure that the delivery and transport of all additional vehicles to the DGS fleet is completed in a timely performs the following tasks:</p> <ul style="list-style-type: none"> • Arranges delivery and drop off of new DGS vehicles by coordinating with delivering dealership, Inspection Services, OFAM transport services, and individual Garages. • Ensures all newly purchased vehicles are properly inspected for contract compliance before accepting delivery, by scheduling inspections, reviewing delivery documents, and comparing delivery documents to inspection reports and vehicle contracts. • Maintains vehicle keys accountability by ensuring keys are in a secured location and available for vehicles that may be started for the pre-inspection.
5%	<p>In order to supervise and maintain an accurate reporting to the State Controller's Office (SCO) for issuance of correct payroll warrants of subordinate staff's time through the use of the Project Accounting & Leave (PAL) system in accordance with DGS policies and guidelines, MOU provisions, CalHR laws and rules, Worker's Compensation and CalOSHA guidelines:</p> <ul style="list-style-type: none"> • Grant or deny subordinate staff requests for time off or requests to work overtime. • Ensure subordinate staff possess sufficient leave credits available for the leave requested. • Approve PAL entries for subordinate staff on dock or AWOL on or before the designated State Controller's Office (SCO) semi-monthly or monthly payroll cut-off date. This is to ensure the correct issuance of a SCO warrant for pay day. • Approve or disapprove PAL entries for subordinate staff within three working days after the completion of the pay period. This is to ensure the correct issuance of a SCO warrant that is returned to SCO for late dock, issuance of correct overtime pay due to an employee and proper billing to clients for services rendered. • Prepare written performance evaluations, encourage staff participation in departmental training and take corrective action to improve performance.

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	<ul style="list-style-type: none"> Provides injured employee(s) with the Employee's Claim For Worker's Compensation Benefits (SCIF 3301), completes the SCIF Occupational Injury Report (SCIF 3067) and follows departmental Return to Work and Bargaining Unit Agreement guidelines. <p>KNOWLEDGE AND ABILITIES</p> <p>Knowledge of: Principles, practices, and trends of public and business administration, including management and supportive staff services such as budget, personnel, management analysis, planning, program evaluation, or related areas; principles and practices of employee supervision, development, and training; program management; formal and informal aspects of the legislative process; the administration and department's goals and policies; governmental functions and organization at the State and local level; department's Affirmative Action Program objectives; and a manager's role in the Affirmative Action Program and the processes available to meet affirmative action objectives.</p> <p>Ability to: Reason logically and creatively and utilize a variety of analytical techniques to resolve complex governmental and managerial problems; develop and evaluate alternatives; analyze data and present ideas and information effectively both orally and in writing; consult with and advise administrators or other interested parties on a wide variety of subject-matter areas; gain and maintain the confidence and cooperation of those contacted during the course of work; review and edit written reports, utilize interdisciplinary teams effectively in the conduct of studies; manage a complex Staff Services program; establish and maintain project priorities; develop and effectively utilize all available resources; and effectively contribute to the department's affirmative action objectives.</p> <p>DESIRABLE QUALIFICATIONS:</p> <ul style="list-style-type: none"> Thorough understanding and knowledge of principles and techniques of quality supervision, performance improvement, team building, customer service; principles and practices of employee development, training, and personnel management; organizational principles. Experience in program development, strategic business planning. Ability to be self-motivated, operate with a high degree of independence and to be tactful. <p>ADDITIONAL QUALIFICATIONS</p> <ul style="list-style-type: none"> Experience with developing subordinate staff. Experience handling multiple responsibilities while maintaining focus on the organization's mission. Knowledge of modern fleet management practices and trends. <p>SPECIAL PERSONAL CHARACTERISTICS:</p> <ul style="list-style-type: none"> Familiarity and sensitivity to the priorities, missions and goals of the Administration, Department and the Division. Interpersonal and negotiating skills. Motivate and influence others toward effective individual or team work performance. Mature judgment, loyalty and discretion. Organize and structure work for effective performance and goal attainment and set and balance priorities. Possess excellent interpersonal and communication skills. Utilize good work habits with a positive attitude. <p>SPECIAL PERSONAL REQUIREMENTS:</p> <ul style="list-style-type: none"> Demonstrated ability to act independently, open-mindedness, flexibility, and tact. <p>INTERPERSONAL SKILLS:</p> <ul style="list-style-type: none"> Excellent verbal and written communication skills Readily analyze information and draw conclusions. Work well with a team. Receive and follow direction from high level executive staff. Maintain required job schedule. Focus attention on details and follow work procedures.

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	<p>WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES REQUIRED TO PERFORM DUTIES:</p> <ul style="list-style-type: none">• Appropriate attire for professional office environment.• Sensitive setting working with representatives of State agencies.• Effectively handle stress and deadlines.• Consistently exercise a high degree of independence.• Use a PC to communicate and prepare written material.• Some travel may be required.• Simultaneously balance multiple projects and tasks.